



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/03

## Key Account Manager

<b>Job ID</b>	<b>76-46-32-39-A9-5A</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=76-46-32-39-A9-5A">https://careers.indigenous.link/viewjob?jobname=76-46-32-39-A9-5A</a>	
<b>Company</b>	Panalpina Inc.	
<b>Location</b>	Calgary, Alberta	
<b>Date Posted</b>	From: 2019-03-20	To: 2019-09-16
<b>Job</b>	Type: Full-time	Category: Supply Chain and Purchasing
<b>Languages</b>	* Fluent In English And/or French (where Applicable By Province)	

### Description

Key Account Manager

Apply now Apply now

Date: 01-Mar-2019

Location: Calgary, Canada

Req ID: 159437

Job Function: Marketing and Sales

Full-Time/Part-Time: Full-time

Contract Type: Permanent

Job Level: Professional

Sub-department:

Office Location: Calgary (YYC)

Travel Required: up to 10%

Start Date:

The Panalpina Group is one of the world's leading providers of supply chain solutions. The company combines its core products of Air Freight, Ocean Freight, and Logistics to deliver globally integrated, tailor-made end-to-end solutions for eleven core industries. Drawing on in-depth industry know-how and customized IT systems, Panalpina manages the needs of its customers' supply chains, no matter how demanding they might be. Energy and Project Solutions is a specialized service for the energy and capital projects sector.

The Panalpina Group operates a global network with some 500 offices in more than 70 countries, and it works with partner companies in over 100 countries. Panalpina employs approximately 14,000 people worldwide who deliver a comprehensive service to the highest quality standards "wherever and whenever."

We are looking to hire a Key Account Manager to be responsible for managing and developing the assigned Key Account(s) for the business unit as well as meeting the objectives of growth and profitability.

The primary purposes of this role are:

- \* To take overall BU development responsibility of the assigned Key Account(s)
- \* To promote and sell Solutions based on Panalpina's product offering
- \* To increase profitability, share of wallet
- \* Develop multi-level relationships between Key Account and Panalpina main stakeholders

### Responsibilities

- \* Coordinates all Key account related activities in the BU and request country support if needed (ie. Tender management, Business implementation, IT, IV, RDM etc.)
- \* Increase share of wallet and profitability of the Key Account(s) to achieve objectives
- \* Diagnose Key Account(s) Supply Chain set up and identify Supply Chain Solutions opportunities
- \* Develop and prepare strategic proposals in close collaboration with Sales Manager, IV's and Country Head of M&S
- \* Responsible to monitor monthly Key Account performance
- \* Take BU lead role and actively participate to Key Account(s) RFI & RFQ opportunities

- \* Prepare RFI & RFQ Post-Mortem analysis and share with Tender Management, Products and any other relevant internal stakeholders
- \* Work and cooperate with relevant BU functions to secure and further increase customer satisfaction
- \* Build up and further improve customer relationships with the assigned Key Account(s) team in the country/BU
- \* Act as a mediator between Key Account(s) and Panalpina
- \* Gather Strategic Forecast from the assigned Key Account(s) and is responsible to communicate and update space requirements to relevant BU/Country Product Organizations
- \* Display strong leadership both externally towards Customer and internally towards the Key Account(s) team, BU Stakeholders involved and upper Management
- \* Work in close collaboration with Country IV, Country SCS & Country Head of M&S
- \* Ensure full adherence to Panalpina's Global Sales Process & CRM
- \* Responsible for timely & proper handover of business implementation to BIM (if applicable)

#### Qualifications

- \* Bachelor's degree in Business Administration/Economics/Marketing or equivalent work experience
- \* 5 years of work experience (minimum)
- \* 3 years of overall industry experience (minimum)
- \* 2 years of experience in Account Management (minimum)
- \* 3 years of Sales experience (minimum)

#### Skills

- \* Ability to plan strategically and translate strategy into operational roadmaps, deploying resources efficiently while pushing for results
- \* Ability to take complex decisions and be accountable, demonstrating managerial courage and taking responsibility while managing risk
- \* Extensive skills to integrate and coordinate resources across functions and borders, building and using networks, encouraging collaboration across borders, being open to outside input and sharing knowledge and expertise
- \* Excellent ability to organize, including prioritizing, planning, assigning and controlling objectives
- \* Profound ability to focus on customer service as a core value, increasing operational efficiencies and setting and monitoring high standards of quality while taking necessary steps to retain and improve customer relationships
- \* Ability to influence and negotiate
- \* Ability to drive innovation, manage change and deal with ambiguity; devising effective change management processes
- \* Ability to present and articulate very well
- \* Aptitude to work well under pressure and tight deadlines with high energy and resilience
- \* Extensive communication and networking skills
- \* Excellent inter-personal skills with positive attitude/mindset
- \* International experience and mindset; willing to travel as required
- \* High integrity and in alignment with Panalpina's core values
- \* Supports organizational commitment to ISO 9001, ISO 14001, and OHSAS 18001 certification.
- \* Perform assigned tasks to support Panalpina meets its objectives and targets regarding quality, health, safety and environment as documented in IMS and follow all requirements as set out in the QHSE policy.
- \* It is the responsibility of all staff to ensure that their day to day activities embrace sustainability/Health and safety therefore reducing the impact upon the environment, supporting the communities we work in and reducing incidents in the workplace.

#### Languages

- \* Fluent in English and/or French (where applicable by province)
- \* Additional languages considered an asset

#### Specifics for Job / Environment

- \* Advanced knowledge of Microsoft® Office Software (Excel®, Word, PowerPoint® and others)
- \* Proficient in Customer Relationship Management tools (CRM)
- \* Good knowledge of SAP® or other ERP systems especially as it relates to reporting and analysis
- \* Understanding of Panalpina's strategy and products
- \* In-depth knowledge of air freight and ocean freight industry
- \* In-depth knowledge of markets (customers, competitors, suppliers, overall environment and major trade lanes)
- \* Excellent negotiation skills

- \* Knowledge of forwarding and Supply Chain Management IT Systems
- \* Good financial skills
- \* Ability to review, analyze and understand contracts

#### Contact

If you wish learn more about this opportunity please apply <http://www.panalpina.com/www/global/en/home/careers.html>

Panalpina Inc. is an Equal Opportunity Employer â€” Panalpina Inc. souscrit au principe d'Ã©quitÃ© en matiÃ¨re d'emploi

\*Panalpina welcomes and encourages applications from persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process including recruitment, assessment, selection and hiring stages. Please call 905-755-4545 should you require any accommodations.

#### **How to Apply**

If you wish learn more about this opportunity please apply <http://www.panalpina.com/www/global/en/home/careers.html>